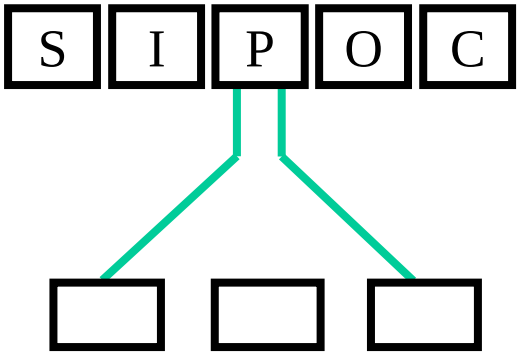
Continuous Improvement Toolkit

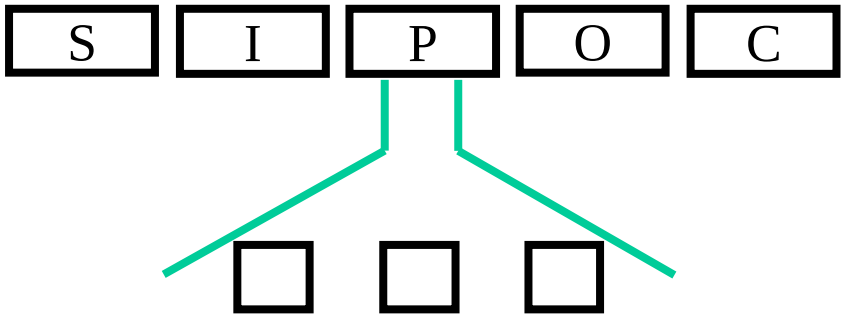
SIPOC




Managing Risk
PDPC
FMEA
RAID Logs
Fault Tree Analysis
Risk Assessment*
Traffic Light Assessment
Deciding & Selecting
Pros and Cons
Importance-Urgency Mapping
Break-even Analysis
Cost -Benefit Analysis
Force Field Analysis
Voting
Pugh Matrix
Decision Tree
TPN Analysis
QFD
Matrix Diagram
Kano Analysis
Prioritization Matrix
Critical-to Tree
Paired Comparison
Planning & Project Management*
RACI Matrix
Stakeholders Analysis
PEST
PERT/CPM
Activity Diagram
SWOT
Roadmaps
Project Charter
Gantt Chart
PDCA
Control Planning
Gap Analysis
Hoshin Kanri
Kaizen
How-How Diagram
Tree Diagram**
Standard work
Lean Measures
KPIs
OEE
Capability Indices
MSA
RTY
Descriptive Statistics
Cost of Quality
Reliability Analysis
Graphical Analysis
Cause & Effect Matrix
Pareto Analysis
Confidence Intervals
Understanding Cause & Effect
Probability Distributions
ANOVA
Hypothesis Testing
Design of Experiments
Scatter Plot
Correlation
Regression
5 Whys
Chi-Square Test
Multi-Vari Charts
Relations Mapping*
Identifying & Implementing Solutions***
Simulation
TPM
Mistake Proofing
Pull Systems
JIT
Ergonomics
Work Balancing
Automation
Bottleneck Analysis
Visual Management
Flow
Value Analysis
5S
Understanding Performance
Run Charts
Control Charts
Benchmarking
Sampling
Fishbone Diagram
TRIZ***
Wastes Analysis
SMED
Focus groups
Interviews
Brainstorming
Analogy
SCAMPER***
Time Value Map
Process Redesign
Photography
Check Sheets
Nominal Group Technique
Mind Mapping*
IDEF0
Value Stream Mapping
SIPOC
Measles Charts
Surveys
Affinity Diagram
Attribute Analysis
Flow Process Chart
Process Mapping
Data Collection
Critical Incident Technique
Lateral Thinking
Visioning
Flowcharting
Service Blueprints
Observations
Creating Ideas**
Designing & Analyzing Processes

- SIPOC

- A simple process definition that can help ensure everyone understand the process.
- A high level process map that defines the scope of a process.
- This will align team members on project scope to see the picture from the same perspective.
- Used to clarify the core process that a project/initiative is focused on.



- SIPOC

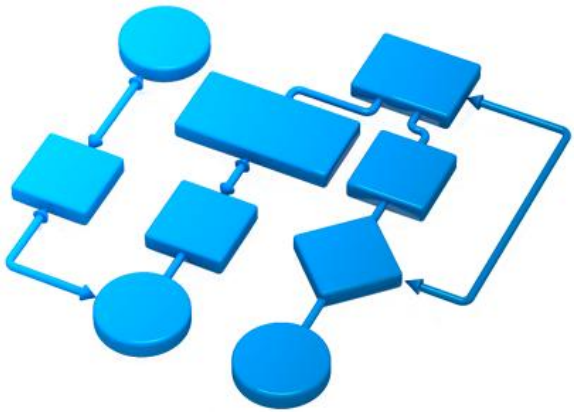
The SIPOC Diagram is used to describe / bound the process:

- **Suppliers:** All internal/external suppliers to the process.
- **Inputs:** All inputs to the process (material, information, energy, manpower, financial, etc.).
- The core **process.**
- **Outputs:** All outputs for internal/external customers.
- Internal and external **customers**.

- SIPOC

Approach:

- Start with the simple definition of the process.
- Write the key steps of the process at the bottom of the SIPOC.
- List the main inputs and outputs of the process.
- List the suppliers of each input.
- List the customers of each output.
- Ensure that all team members (of the project / initiative) agree on the resulted SIPOC.



- SIPOC

Example – Issue and Invoice: